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In re Application of

Elsby

Application Number

09/520,306

Filed

May 7-08

Paper No.

28

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(12) **United States Patent**
Elsely et al.

(10) **Patent No.:** **US 6,775,371 B2**
(45) **Date of Patent:** **Aug. 10, 2004**

(54) **TECHNIQUE FOR EFFECTIVELY
PROVIDING CONCIERGE-LIKE SERVICES
IN A DIRECTORY ASSISTANCE SYSTEM**

(75) **Inventors:** **Nicholas J. Elsely, West Linn, OR (US);
Michael T. Samudio, Tigard, OR (US);
Timothy A. Timmins, Tigard, OR (US)**

(73) **Assignee:** **Metro One Telecommunications, Inc.,
Beaverton, OR (US)**

(*) **Notice:** Subject to any disclaimer, the term of this
patent is extended or adjusted under 35
U.S.C. 154(b) by 0 days.

(21) **Appl. No.:** **10/201,211**

(22) **Filed:** **Jul. 22, 2002**

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Mar. 7, 2000, which is a continuation-in-part of application
No. 08/816,921, filed on Mar. 13, 1997, now Pat. No.
6,456,709.

(51) **Int. Cl.⁷** **H04M 1/64**

(52) **U.S. Cl.** **379/218.01; 379/67.1;
379/88.13; 379/93.12; 379/201.01; 379/265.01;
379/266.04; 379/266.07**

(58) **Field of Search** **379/67.1, 76, 88.13,
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207.11, 218.01, 265.01, 265.09, 266.04,
266.07**

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Primary Examiner—Allan Hoosain

(74) **Attorney, Agent, or Firm**—Kaye Scholer LLP

(57) **ABSTRACT**

Telephone users desiring directory assistance services are connected via standard telephone procedures to a directory assistance provider, such as an operator. An operator provides the destination number and initiates a connection to that number. Once that connection is initiated, the connection is monitored for the occurrence of a predetermined condition, such as a busy signal. If no such condition is detected, the caller proceeds with the call in the normal manner. If, however, such a condition is detected, the caller is automatically transferred to a directory assistance provider for further help. In addition, a pool of operators/agents capable of receiving the request for concierge-like services generate an electronic ticket representing such request. A pool of fulfillment agents capable of receiving the electronic ticket engage in such action as necessary to fulfill the request. The agents are networked to directory assistance and concierge databases and to third-party providers of concierge services to facilitate the process.

32 Claims, 16 Drawing Sheets

